

TINJAUAN KEBUTUHAN PETUGAS FILING BERDASARKAN METODE WISN DI RSUD UNGARAN TAHUN 2017

YUSNI HAMIDA

(Pembimbing : Maryani Setyowati, M.Kes)

Rekam Medis&Info. Kesehatan - D3, FKes, Universitas Dian

Nuswantoro

www.dinus.ac.id

Email : 422201401522 @mhs.dinus.ac.id

ABSTRAK

Rumah Sakit Umum Daerah Ungaran adalah rumah sakit umum tipe C yang dimiliki oleh pemerintah kabupaten Semarang. Berdasarkan survei awal jumlah petugas Filing ada 4 petugas. DRM sering terlambat masuk ke poliklinik. Oleh karena itu kesesuaian antara beban kerja dengan jumlah petugas perlu diperhatikan. Penelitian ini bertujuan untuk mengetahui beban kerja dan kebutuhan petugas Filing di RSUD Ungaran tahun 2017. Penelitian ini adalah penelitian Deskriptif dengan metode Observasi dan wawancara. Subjek penelitian ini adalah petugas Filing. Objek penelitian ini adalah beban kerja petugas Filing. Hasil pengamatan menunjukkan, petugas Filing sudah melakukan tupoksi sesuai SOP. Waktu kerja tersedia selama satu tahun petugas Filing adalah 9.810 menit/tahun. Kuantitas kegiatan pokok pertahun 73.632 DRM/tahun. Standar Beban Kerja 1 tahun petugas Filing berdasarkan tugas untuk mengambil, mengembalikan, memberikan sampul, menyerahkan ke petugas pendistribusian dan mengkode berkas pasien rawat jalan didapatkan total 28446 DRM/tahun. Jumlah petugas yang dibutuhkan adalah 3 petugas. Jumlah petugas Filing sudah sesuai dengan beban kerja, sehingga tidak perlu penambahan petugas. Pencarian DRM pasien yang belum kembali ke Filing setelah pasien berobat rawat inap sebaiknya dicarikan oleh petugas Assembling agar mempercepat pelayanan. Petugas Filing sebaiknya hanya mengerjakan pekerjaan sesuai tugas pokoknya.

Kata Kunci : petugas Filing, beban kerja, WISN

REVIEW FILING OFFICER NEED BASED ON WISN METHOD IN REGIONAL PUBLIC HOSPITAL UNGARAN YEAR 2017

YUSNI HAMIDA

(Lecturer : Maryani Setyowati, M.Kes)

Diploma of Medical Record - D3, Faculty of Health Science,

DINUS University

www.dinus.ac.id

Email : 422201401522 @mhs.dinus.ac.id

ABSTRACT

RSUD Ungaran was a type C Public hospital owned by government of Semarang district. Based on initial survey, the number of filing officers were 4 officers. Medical Records often late delivered to clinic. Therefore, comtability between workload and number of officers needed to be considered. This study aimed to determine workload and needs of Filing officers in RSUD Ungaran 2017. This study was a descriptive study with Observation and interview method. Subject of this study was Filing officers. Object of this study was Filing officer workloads. Observation result showed that, Filing officers had performed their job according to SOPs. Available working time of Filing officer for one year was 9,810 minutes/year. Quantity of works per year was 73,632 medical records /year. 1 year Workload Standard of Filing officers based on their job to picking up, returning, giving cover, handing over to distributing officer and coding outpatientâ€™s file were 28,446 medical records/year. The number of officers need was 3 officers. The number of Filing officers were match with their workloads, so there was no needs for additional staff. Medical records search that had not returned to Filing after patientâ€™s hospitalization should be searched by Assembling officers to speed up services. Filing officers should be done their job according to their main task and function.

Keyword : Filing officers, workloads, WISN